



R.09-06-019: proposal for basic service revisions

Communications Division

March 2011

v2

Basic Service Elements



1. Access to Two-Way Voice Service:

- Existing definition: “single party local exchange service” more commonly known as local phone service
- Proposed change: replace the term “local exchange” with “two-way voice” to allow for other technologies such as wireless

2. Equal Access to Interexchange Service:

- Existing definition: customer can choose any long distance carrier
- Proposed change: wireless, VoIP or other non-local phone companies would not be required to provide this choice

3. Unlimited Incoming Calls:

- Existing definition: customer receives free and unlimited incoming calls
- Proposed change: requirement would continue but the cost of incoming calls could be recovered as part of a fixed service fee by non-local phone companies

Basic Service Elements



4. Access to Emergency Services (911):

- Existing definition: customer receives free and unlimited access to 911
- Proposed change: this requirement would be retained and required of all carrier types

5. Access to Directory Assistance:

- Existing definition: customer receives access to local directory assistance (411)
- Proposed change: this requirement would be retained and required of all carrier types

6. Provision of Lifelines Rates and Charges:

- Existing definition: requires the offering of Lifeline rates and charges to all eligible customers
- Proposed change: requirement would be retained but the manner in which it will apply is under review in the current Lifeline proceeding

Basic Service Elements



7. Choice of Fixed Charge or Usage-Based Service:

- Existing definition: customer has the choice of “flat rate” unlimited local calls or “measured rate” per minute charges on local calls
- Proposed change: non-local carriers would be required to offer a fixed charge option

8. Provision of Directory Listing:

- Existing definition: requires the offering of a free white page listing to a customer
- Proposed change: this requirement would be retained and required of all carrier types

9. White Pages Telephone Directory:

- Existing definition: requires the offering of a free white page directory to a customer
- Proposed change: this requirement would be retained and required of all carrier types

Basic Service Elements



10. Voice Grade Connection to the Public Switched Telephone Network:

- Existing definition: ensures customers have a voice grade connection to the telephone network
- Proposed change: requirement would be retained but changes to the minimum standards may be needed for Wireless, VoIP or other providers

11. Access to toll-free 8YY Services:

- Existing definition: customer receives free access to toll free numbers such as (800)
- Proposed change: this requirement would be retained and required of all carrier types

Other Issues



Minimum Service Quality Standards:

- Includes but is not limited to network technical quality, customer service, installation, repair and billing
- CPUC mandates these standards for local phone companies but not Wireless, VoIP or other providers
- Are these standards necessary and appropriate for all basic service providers?

Basic Service Rates

- This proceeding does not change rates

Lifeline Rates and Charges

- This proceeding does not affect the program

Deaf and Disabled Telephone Program

- This proceeding does not affect the program

Basic Service Elements



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- 2. Equal Access to Interexchange Service
- 3. Unlimited Incoming Calls
- 4. Access to Emergency Services (911)
- 5. Access to Directory Assistance
- 6. Provision of Lifelines Rates and Charges
- 7. Choice of Fixed Charge or Usage-Based Service
- 8. Provision of Directory Listing
- 9. White Pages Telephone Directory
- 10. Voice Grade Connection to the Public Switched Telephone Network
- 11. Access to toll-free 8YY Services

- Minimum Service Quality Standards